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APR 21 54
PATENT
61

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Nayel Saleh Art Unit: 2154
Serial No.: 09/637,969
Filed: August 11, 2000
For: METHOD AND APPARATUS
FOR ALLOCATING RESOURCES
OF A CONTACT CENTER
Examiner: El Hady, N.
Attorney
Docket No.: 79184

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JUL 09 2004
Technology Center 2100

Entered
RCE 7/12/04

Buerger
8/3/04

AMENDMENT B

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action of April 2, 2004,
please amend the above-identified application as follows: